


<b>Cumbria Constabulary HAY JOB PROFILE</b>			
<b>Job Title:</b>	<b>Police Community Support Officer (PCSO)</b>	<b>Department:</b>	<b>Neighbourhood Policing Team</b>
<b>Reports To:</b>	<b>Neighbourhood Policing Team Sergeant</b>	<b>Location:</b>	<b>North, South and West TPAs</b>

This job profile has been written primarily for evaluation purposes and may not detail some less major duties allocated to the post holder, nor cover duties of a similar nature, commensurate with the grade, which may from time to time be reasonably required by the relevant manager.

It is the responsibility of the individual employee to comply with the Cumbria Constabulary Health & Safety Policy and all other relevant Health & Safety legislation.

## 1 JOB PURPOSE

To work closely with Police colleagues and partners in the community to provide a valuable uniformed presence with a focus on understanding and identifying community priorities, tackling low level crime and anti-social behaviour and engaging with the community.

## 2 PRINCIPAL ACCOUNTABILITIES

- 2.1 To improve community confidence in the police and public reassurance by maintaining a highly visible presence in an assigned community or area.
- 2.2 Engaging in targeted patrol and the use of powers (including the power of detention for 30 minutes, for the arrival of a police officer, should this power be adopted) as necessary to address and deter instances of criminality, disorder and anti-social behaviour.
- 2.3 Participate fully in the collection of and any planned response to Community Intelligence.
- 2.4 Working with others, including partners, to tackle environmental matters falling within the Police remit.
- 2.5 Adopting a collaborative problem solving approach, working alongside partners to achieve sustainable solutions to community problems.
- 2.6 Providing advice and support to victims of crime and other vulnerable members of communities.
- 2.7 Foster and promote community cohesion through building of key partnerships with individuals and groups.
- 2.8 Being deployed to incidents as tasked within the local NPT to support the management.

- 2.9 To utilise Cumbria Constabulary's IT systems to support their operational role.
- 2.10 Produce statements, maintain pocket notebooks and issue fixed penalty tickets and maintain such records as required.
- 2.11 Promote and comply with the Constabulary policies on Equal Opportunities and Health and Safety both in the delivery of services and the treatment of others.
- 2.12 Any other duties as directed by a supervisory officer, commensurate with the nature of the post and salary grading.

### 3 DIMENSIONS

No budgetary responsibility is associated with this post.

The post holder is responsible for using the appropriate powers assigned to this role to action what is necessary to address crime, disorder and anti-social behaviour, seeking to improve the quality of life in local communities throughout Cumbria. Any police action required beyond the powers of the post holder would be carried out by a Police Officer.

### 4 KEY FEATURES

#### 4.1 Framework and Boundaries

The post holder will work closely with Police Officers and external partners and will adhere to the Data Protection Act, Health and Safety Legislation, other relevant Legislation, Police staff terms and conditions, current Employment Legislation and Force policy.

#### 4.2 Important Working Relationships

Internal

Title	Relationship
Neighbourhood Policing Team Inspectors, Sergeants and	Providing line management and guidance
Other PCSO's	Identification of good practices.

External

Local authorities	
Community Safety Partnership Local Focus Hubs	
Neighbourhood Watch and similar community Schemes	
Community Groups/Committees	
The Public	

#### 4.3 Major Challenges

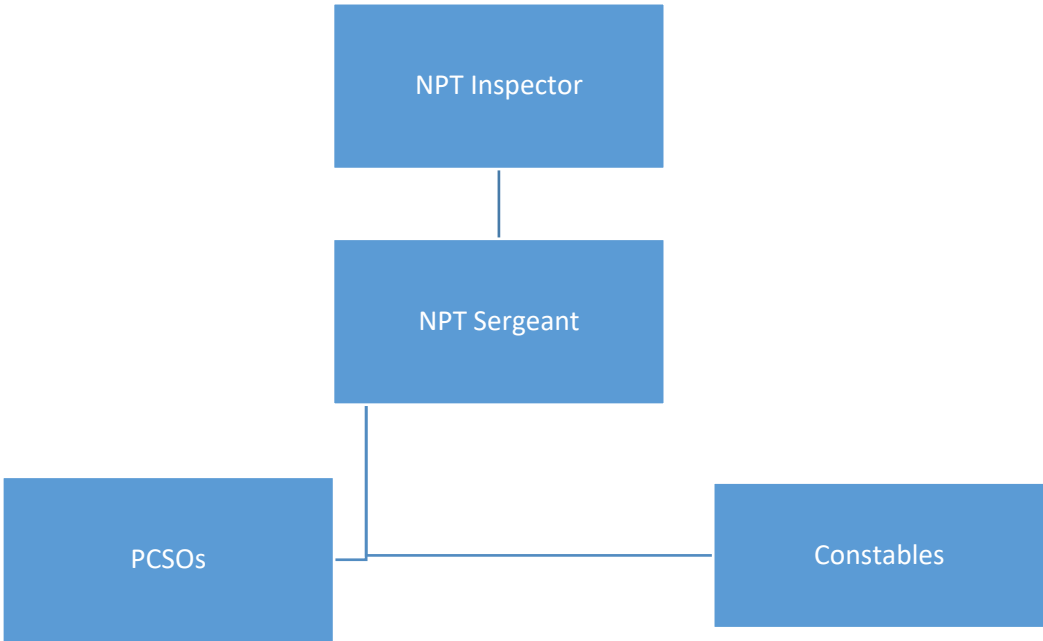
The post holder must be aware of the wants and needs of the community as well as the demands of the

public. They must work to provide a response which meets public satisfaction, recognising the needs of all groups within the community.

The post holder will be required to address crime, disorder and anti-social behaviour and to enforce legislation when appropriate; may also be involved in situations of conflict.

In addition, the post holder must work within legal constraints and be aware of updates to policies and legislation affecting relevant procedures. The maintenance and improvement of public reassurance and public safety are primary objectives at all times.

**5 ORGANISATION CHART**



**Agreed by Post Holder:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Line Manager:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Head of Department:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**CUMBRIA CONSTABULARY  
PERSON SPECIFICATION**

**JOB:** Police Community Support Officer

**LOCATION:** Various

	Essential	Desirable
<p><b>Experience &amp; Knowledge</b> Skills &amp; competencies required. E.g. Geographical knowledge of the area, familiarity with certain legislation.</p>	<p>Previous experience in a customer care environment or working within a community setting.</p>	<p>Basic knowledge of Cumbria Policing initiatives and community objectives.</p> <p>Basic knowledge of Police operations.</p> <p>Experience of implementation of legislation/enforcement.</p>
<p><b>Education &amp; Training</b> General education Specialist training</p>	<p>Minimum 3 GCSEs grades A-C or equivalent, must include English and Maths.</p> <p>Administration skills.</p> <p>Basic computer literacy.</p>	
<p><b>CVF</b> Level 1</p>	<p>Collaborative Deliver Support and Inspire Taking Ownership Emotionally Aware Critically Analyse</p>	
<p><b>Circumstances</b> E.g. Driving licence/mobility Shift working Unusual/irregular working hours Standby/callout</p>	<p>Ability to travel</p> <p>Flexibility to work a shift pattern and weekends</p>	